Defense Travel Management Office



WELCOME

T-106
Travel Assistance Center (TAC) & Travel Explorer (TraX)

T-106 CLASS OVERVIEW

Topic: **Travel Assistance Center (TAC) and Travel Explorer (TraX)**

Target Audience: **Anyone involved in DoD travel**

Time: **Approximately 60 minutes**

Pre-Requisites: **None**

TECHNICAL ISSUES?

- **AUDIO GAPS**
- **SLOW SCREEN CHANGES**
- **DISCONNECTS**

- ✓ Exit class
- ✓ Close all other software applications
- ✓ Log back into class
- ✓ Check with local IT staff

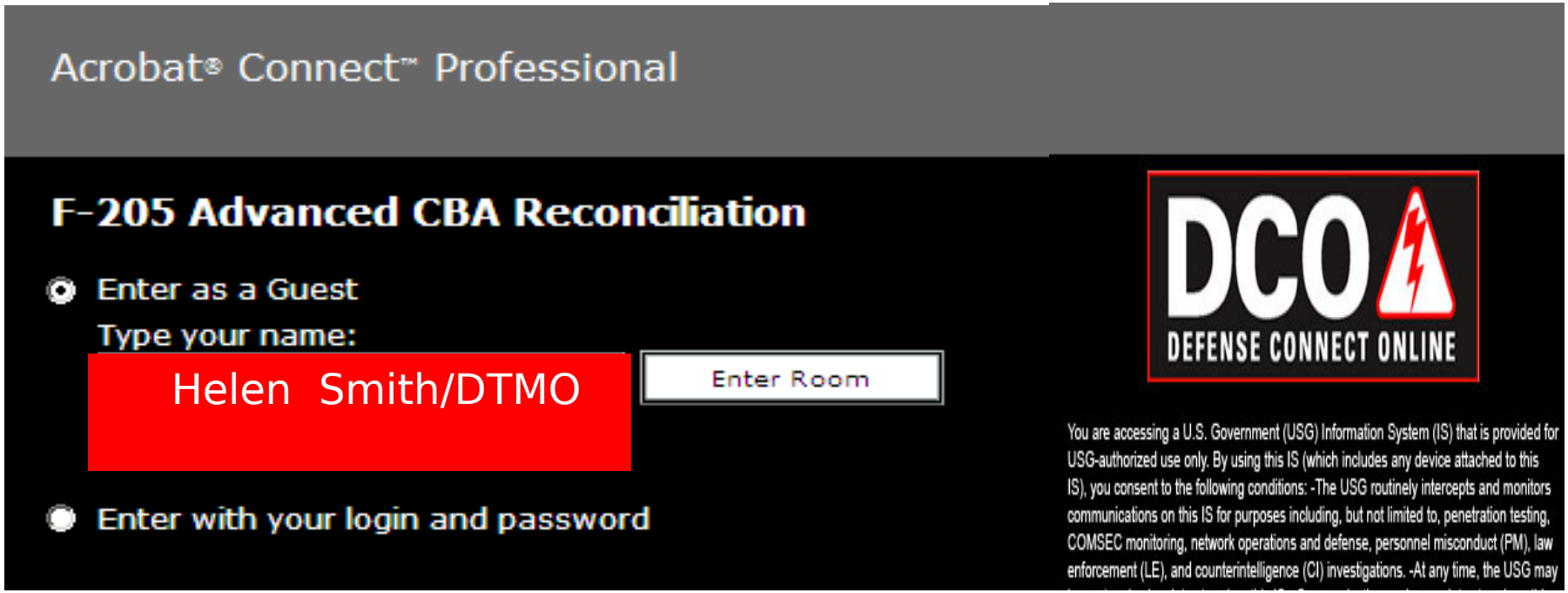
If problem persists call the DISA Help Desk:

1-800-447-2457

ATTENDANCE CREDIT

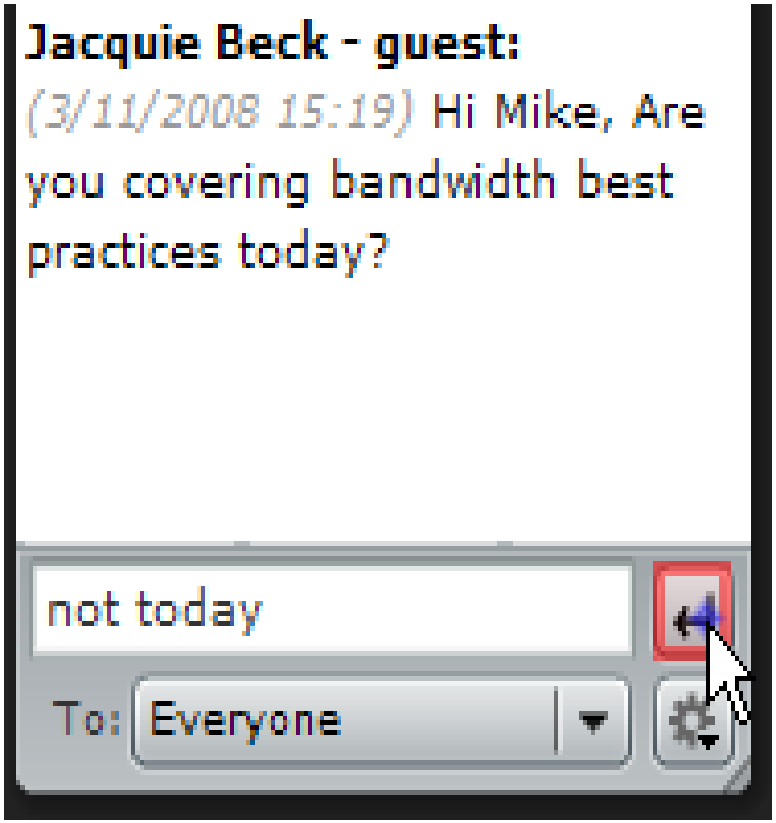


SELECT: GUEST
ENTER: FULL NAME + SERVICE/AGENCY INITIALS



COMMUNICATING IN CLASS





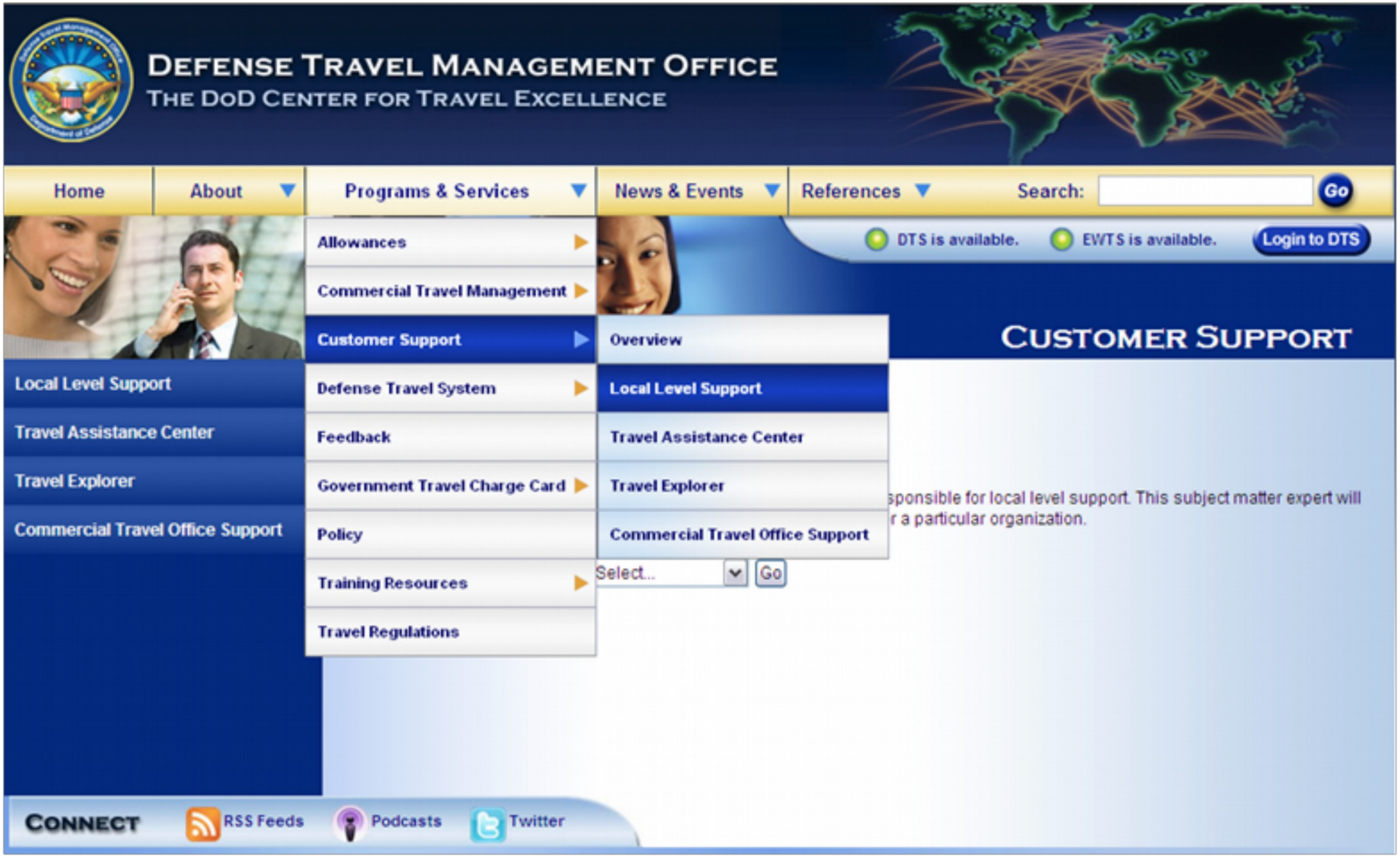
TRAINING OBJECTIVES

- Local Travel Support
- Travel Assistance Center (TAC)
- Travel Explorer (TraX)
  - Registration and login
  - Creating a TAC help ticket
  - Knowledge Center
  - Training section
  - Trip Tools

LOCAL SUPPORT OPTIONS

- Always consult local level support first
- Options for local support
  - Local help desk
  - Defense Travel Administrator (DTA)
  - Office travel experts / peers
    - Experts on local business rules
    - Most efficient means of problem resolution

HOW TO FIND LOCAL SUPPORT



LOCAL SUPPORT

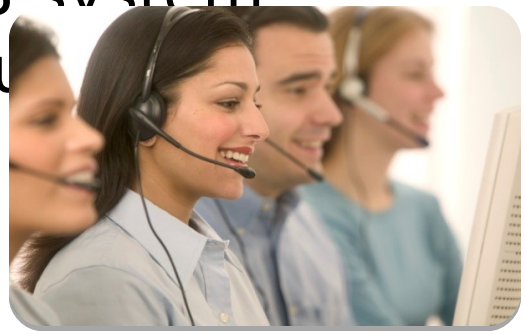


HOW TO LOCATE YOUR LOCAL SUPPORT INFORMATION

LET'S TRY IT IN REAL TIME

TRAVEL ASSISTANCE CENTER (TAC) OVERVIEW

- The Travel Assistance Center (TAC) is available to resolve issues that cannot be resolved locally
- Operates from Chesapeake, VA
- Available to all DoD travelers
- Check local business rules before contacting the TAC
- Contact TAC for emergency or DTS system issues (documents stuck at CTO Su



HOW TO CONTACT THE TAC

- TAC is available 24 hours a day/7 days a week, including federal holidays

- Reach the TAC:
  - Phone numbers and instructions posted on DTMO website (Travel Assistance section)
  - Online via TraX

- TAC Outreach Calls held twice per month
  - Schedule, topics, and dial-in information available via Announcements section in TraX

TAC OPERATIONS

- Analysts are trained to provide most current and complete travel information

- Supported by four teams of trained analysts with working knowledge of specific travel-related topics
  - General Team
  - Finance Team
  - CTO Team
  - Technical Team



TAC TEAM FUNCTIONS

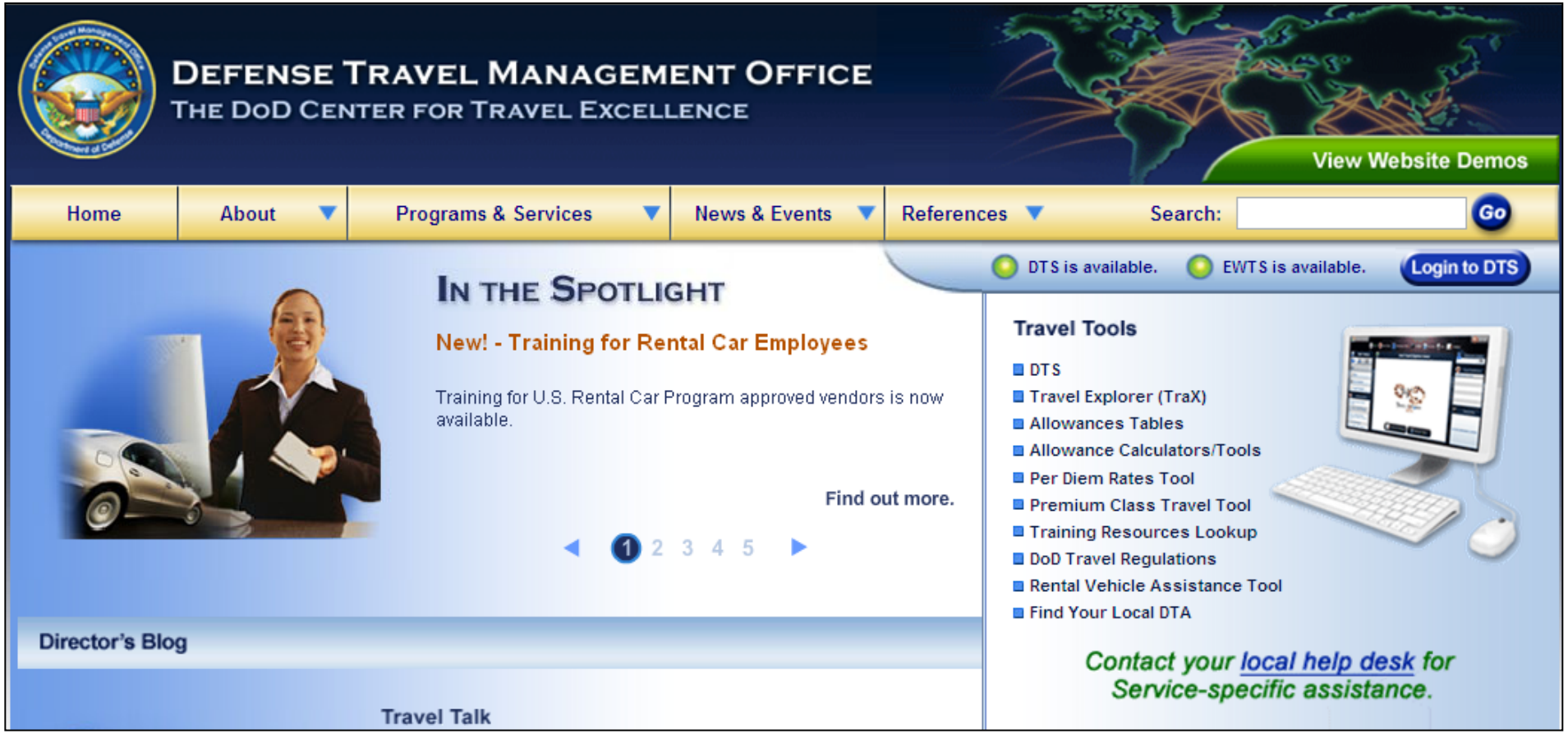
TAC General Team	TAC Finance Team
• Customers' first point of contact • Research and route help tickets to other teams • DTS document and system errors	• Centrally-Billed Accounts (CBAs) • Debt Management • Accounting rejects • Financial partner systems
TAC CTO Team	**TAC Technical Team**
• Passenger Name Record • Document routing • Reservations • Global Distribution Systems o Sabre, Apollo, Worldspan	• System design • System performance • DTS access

TRAVEL EXPLORER (TraX)

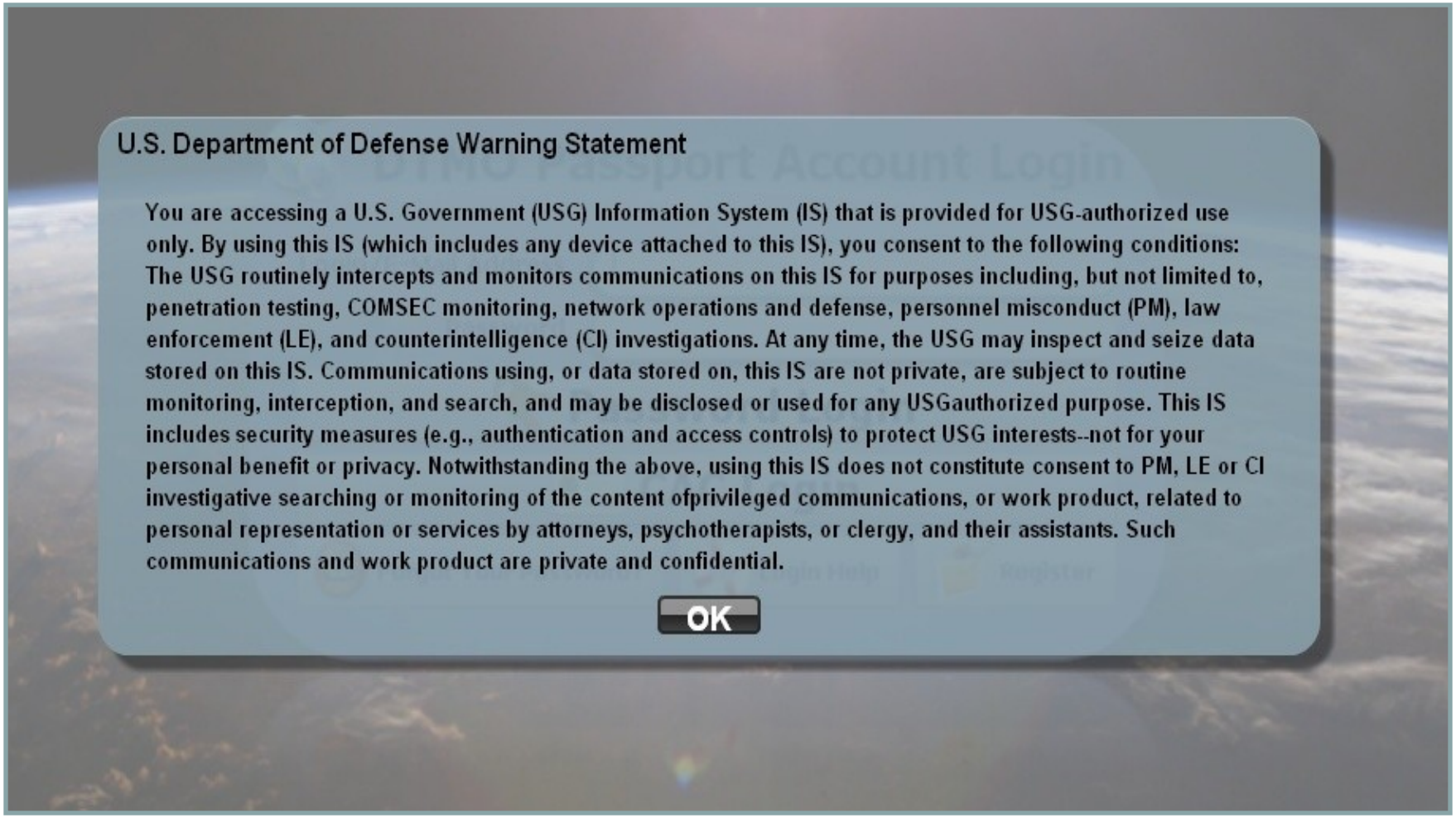
Interactive website where registered users of any role can:

- Open and monitor progress of TAC help tickets
- Access helpful links, user guides, and FAQs
- Access training resources and online training:
  - Demonstrations
  - Web-based training
  - Distance learning webinars
  - Instructor-led (classroom) materials
- Use trip tools
  - Trip Calculator
  - Maps
  - Location Reports

ACCESSING TraX



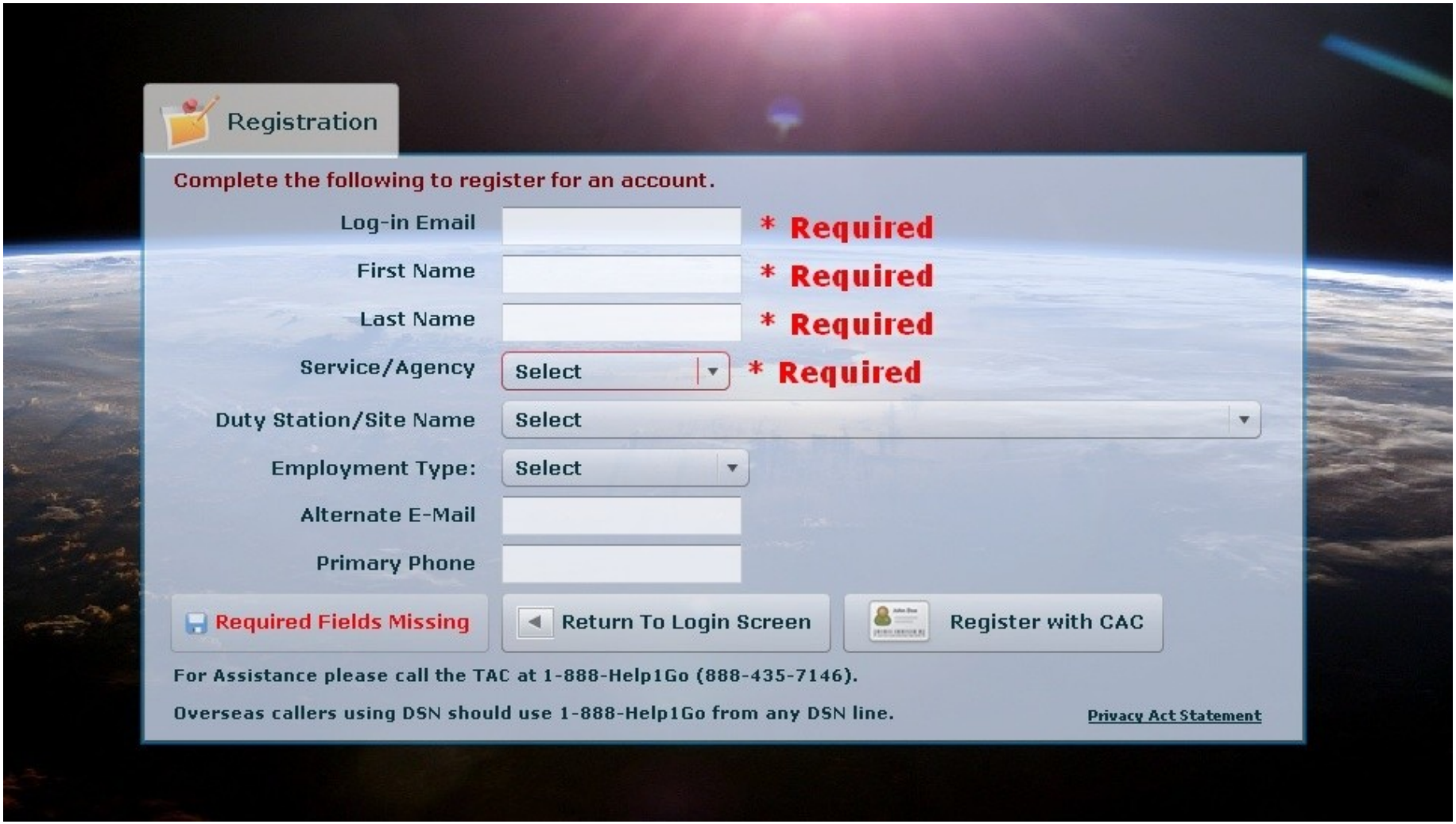
DoD SECURITY WARNING



LOGIN AND REGISTRATION



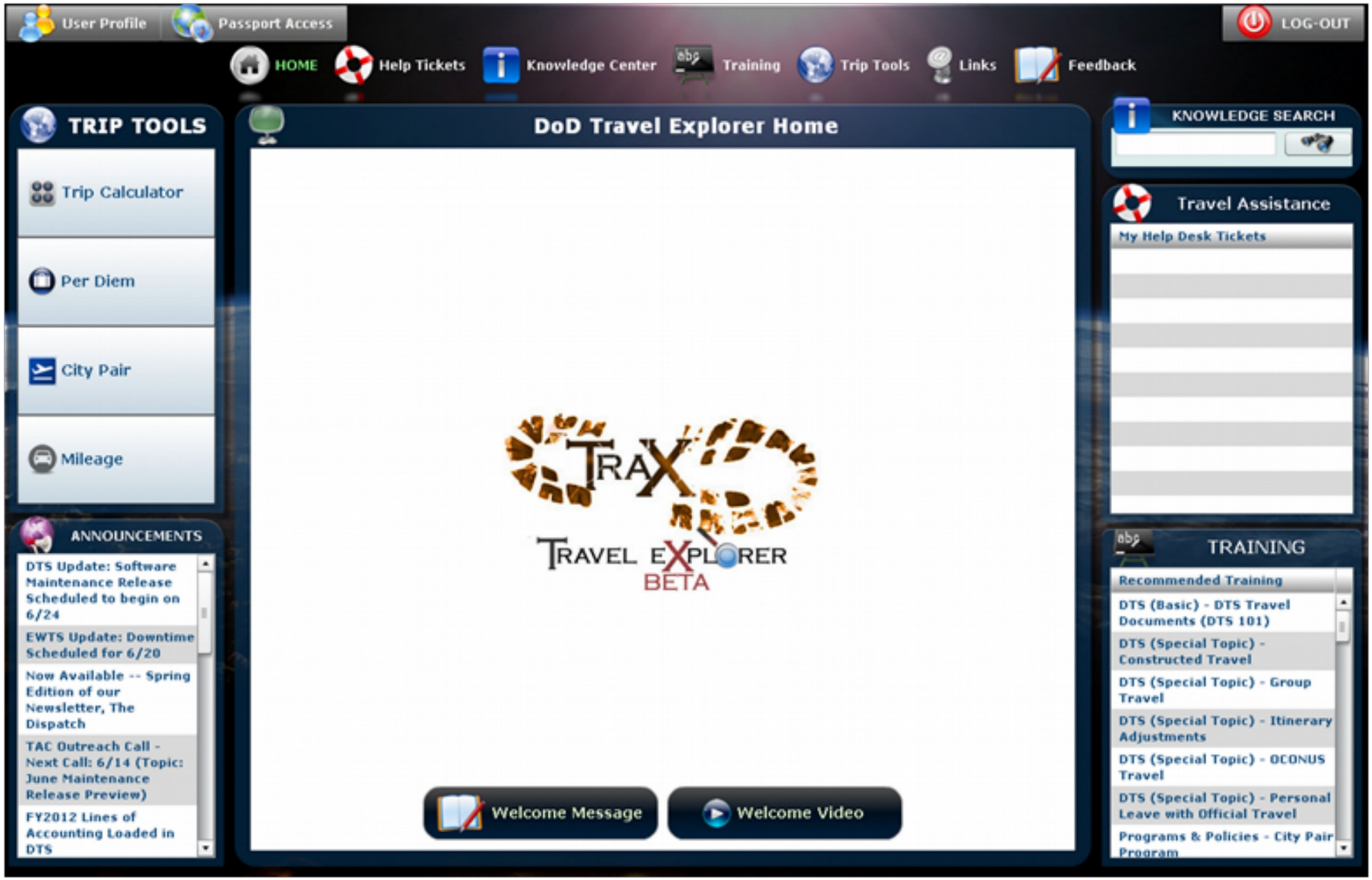
REGISTRATION



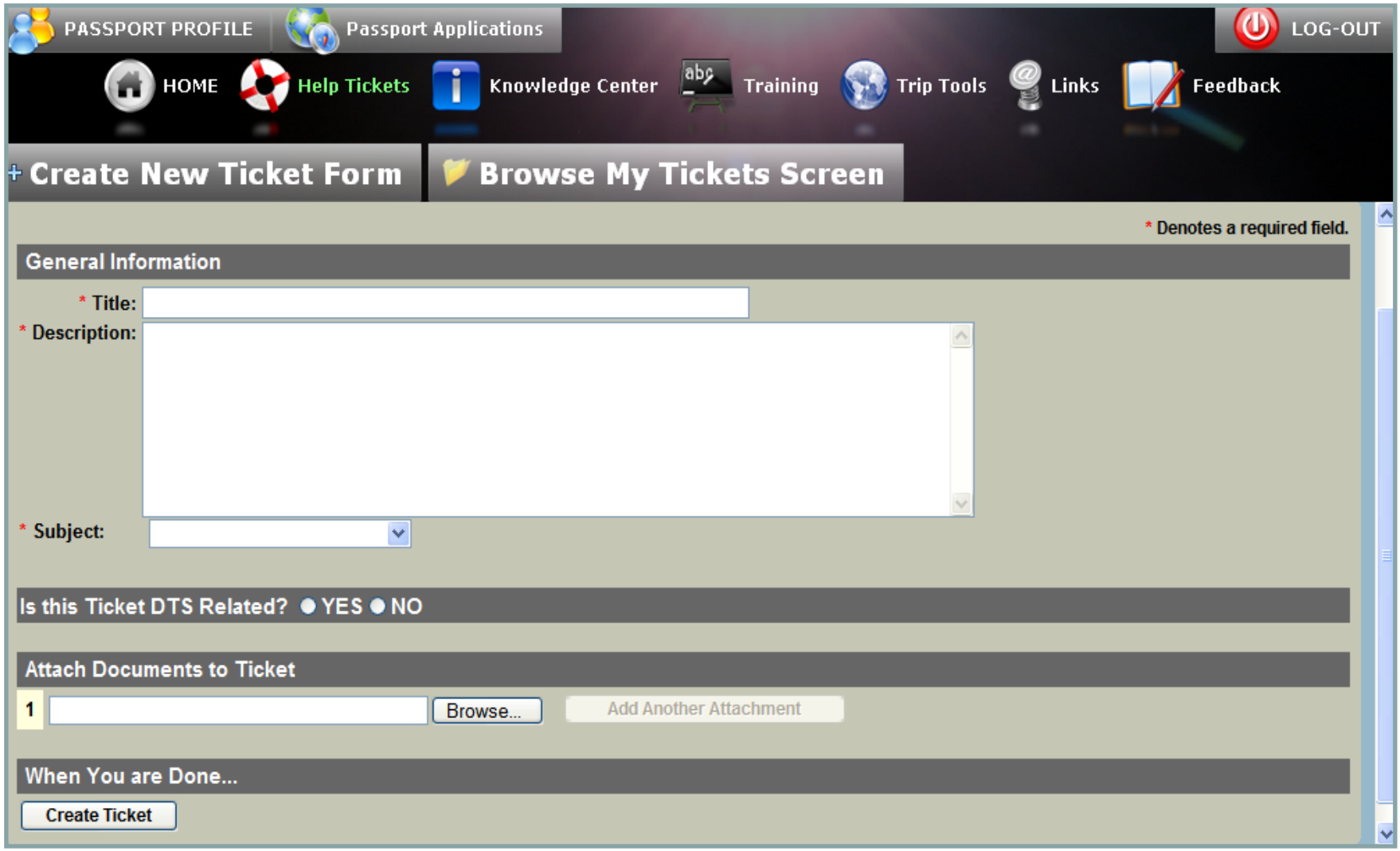
PASSPORT ACCESS



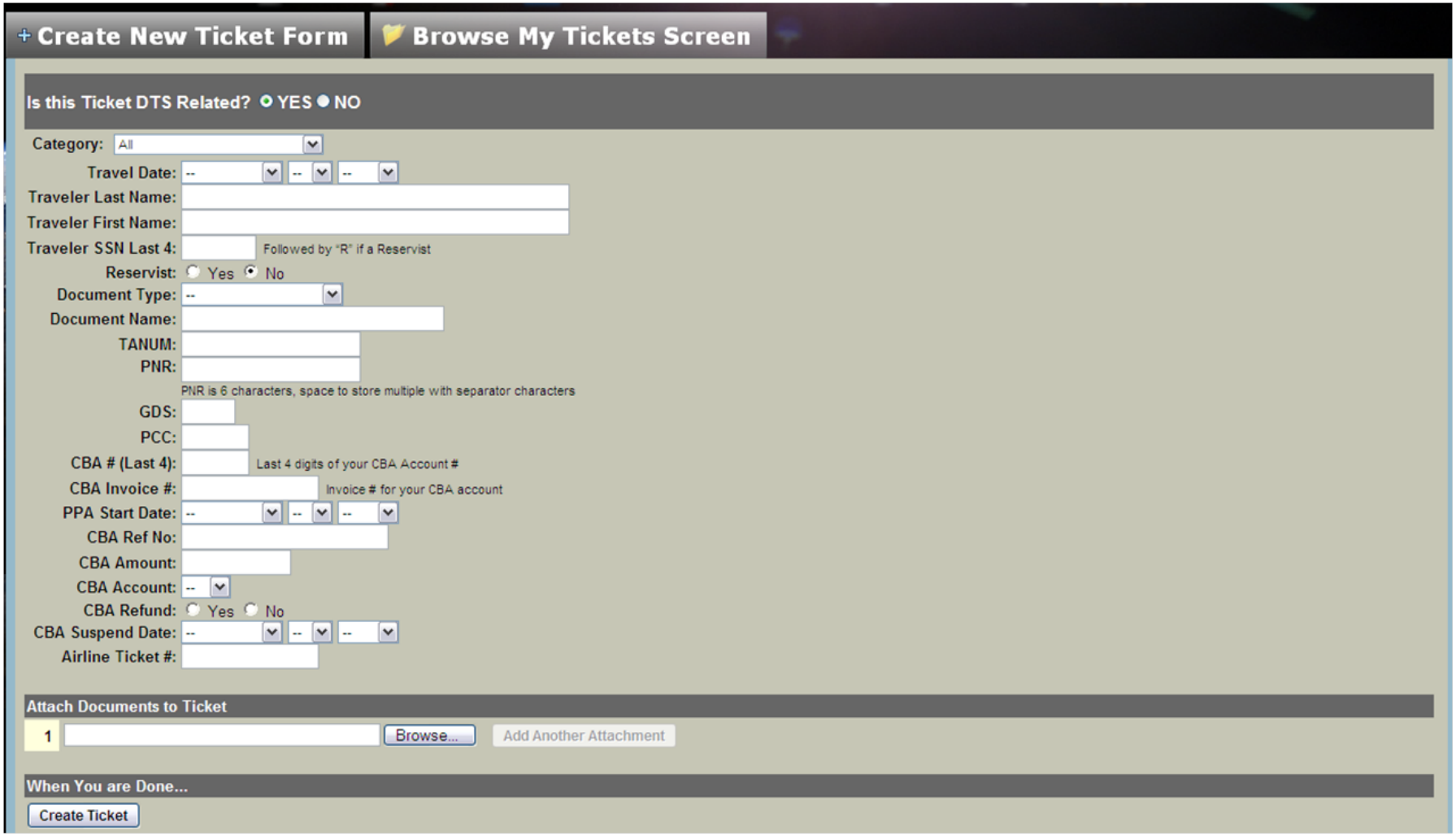
TraX HOME


User Profile
Passport Access
LOG-OUT
HOME
Help Tickets
Knowledge Center
Training
Trip Tools
Links
Feedback
TRIP TOOLS
Trip Calculator
Per Diem
City Pair
Mileage
DoD Travel Explorer Home
TRAX
TRAVEL EXPLORER
BETA
Welcome Message
Welcome Video
KNOWLEDGE SEARCH
Travel Assistance
My Help Desk Tickets
ANNOUNCEMENTS
DTS Update: Software Maintenance Release Scheduled to begin on 6/24
EWTS Update: Downtime Scheduled for 6/20
Now Available -- Spring Edition of our Newsletter, The Dispatch
TAC Outreach Call - Next Call: 6/14 (Topic: June Maintenance Release Preview)
FY2012 Lines of Accounting Loaded in DTS
TRAINING
Recommended Training
DTS (Basic) - DTS Travel Documents (DTS 101)
DTS (Special Topic) - Constructed Travel
DTS (Special Topic) - Group Travel
DTS (Special Topic) - Itinerary Adjustments
DTS (Special Topic) - OCONUS Travel
DTS (Special Topic) - Personal Leave with Official Travel
Programs & Policies - City Pair Program

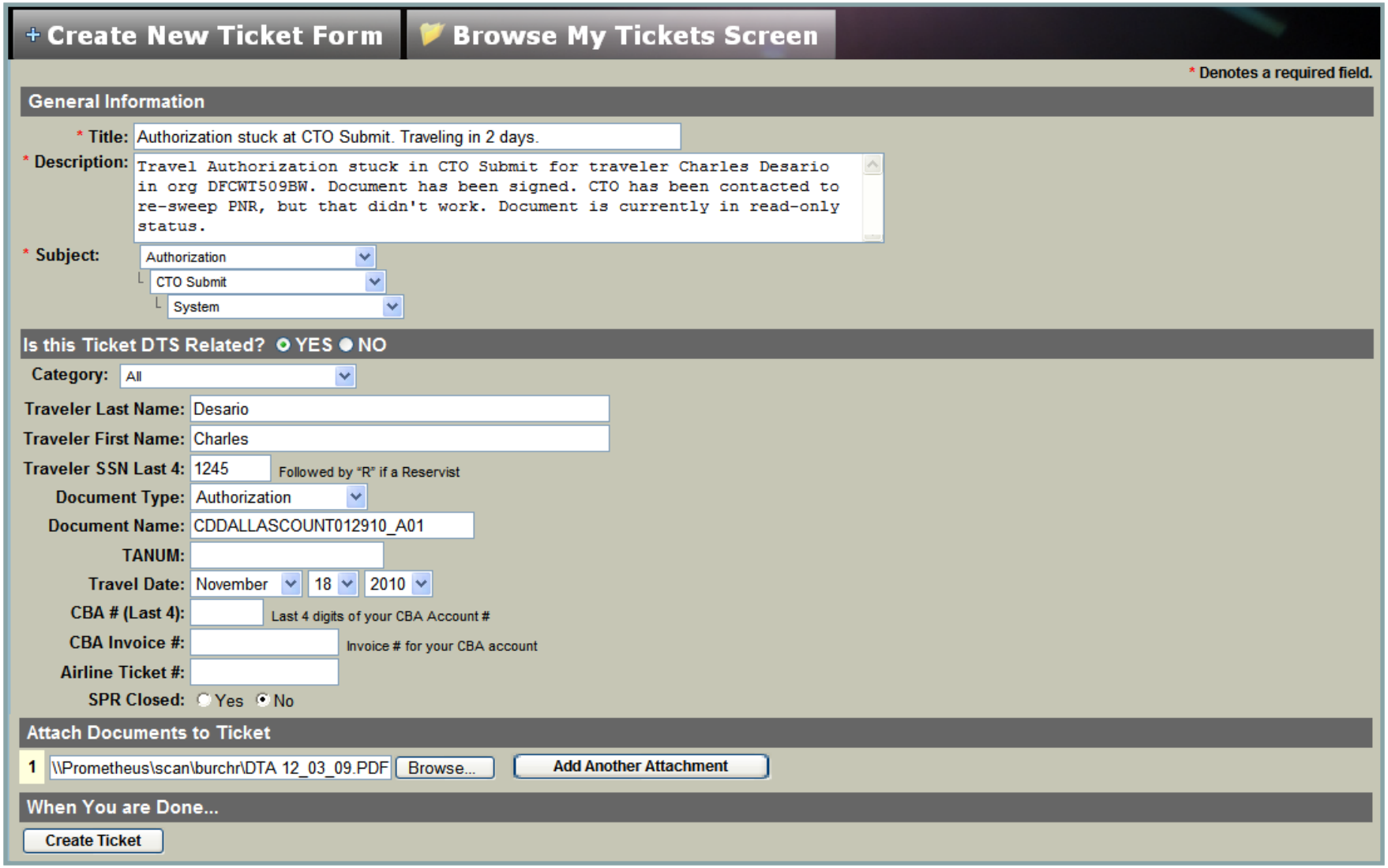
CREATING AND BROWSING TICKETS



DTS RELATED TICKET



SAMPLE TAC TICKET: GOOD OR POOR?



+ Create New Ticket Form | Browse My Tickets Screen

* Denotes a required field.

General Information

* Title: Authorization stuck at CTO Submit. Traveling in 2 days.

* Description: Travel Authorization stuck in CTO Submit for traveler Charles Desario in org DFCWT509BW. Document has been signed. CTO has been contacted to re-sweep PNR, but that didn't work. Document is currently in read-only status.

* Subject: Authorization
└ CTO Submit
└ System

Is this Ticket DTS Related? YES NO

Category: All

Traveler Last Name: Desario

Traveler First Name: Charles

Traveler SSN Last 4: 1245 Followed by "R" if a Reservist

Document Type: Authorization

Document Name: CDDALLASCOUNT012910_A01

TANUM:

Travel Date: November 18 2010

CBA # (Last 4): Last 4 digits of your CBA Account #

CBA Invoice #: Invoice # for your CBA account

Airline Ticket #:

SPR Closed: Yes No

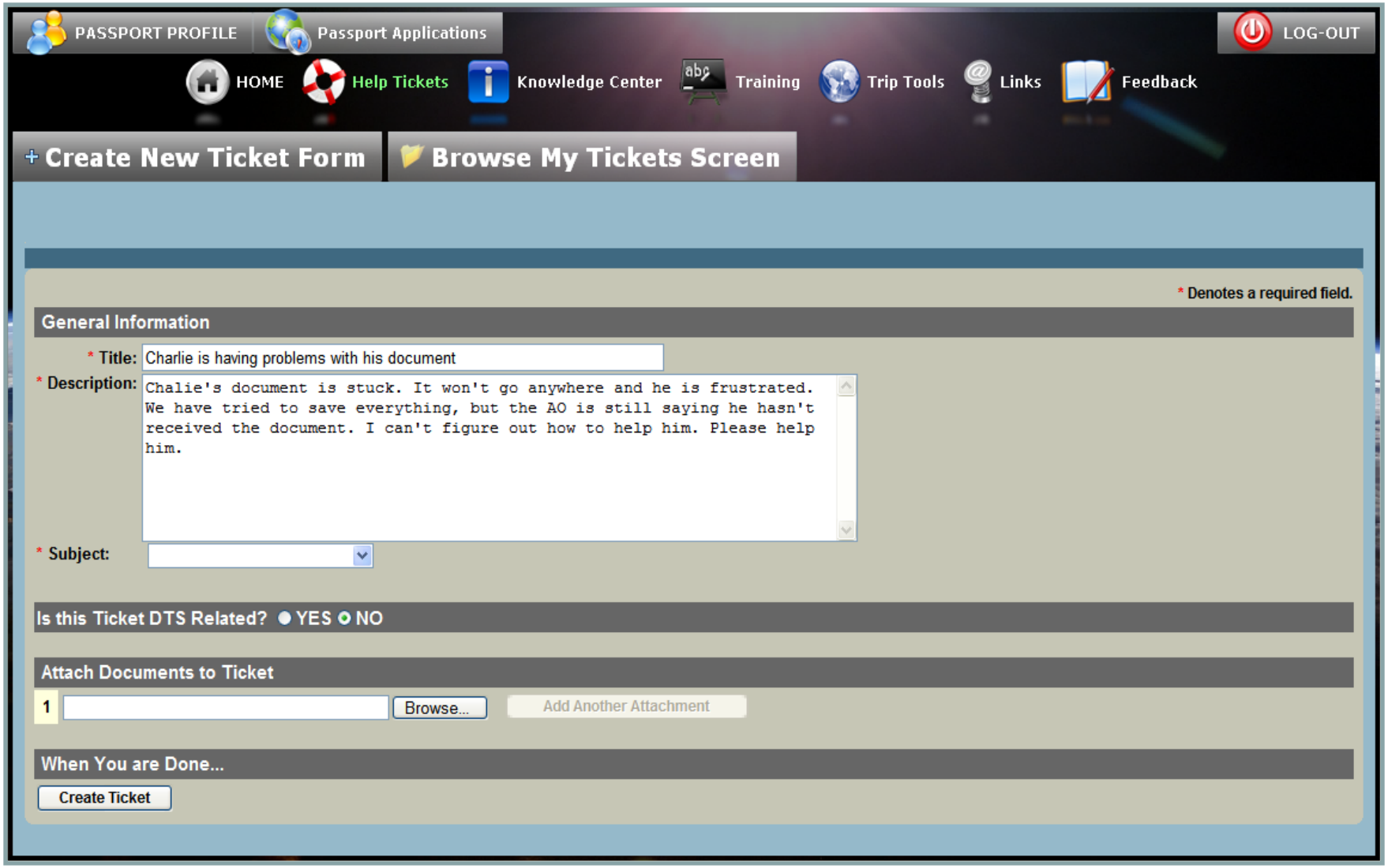
Attach Documents to Ticket

1 \\Prometheus\scan\burchr\DTA 12_03_09.PDF Browse... Add Another Attachment

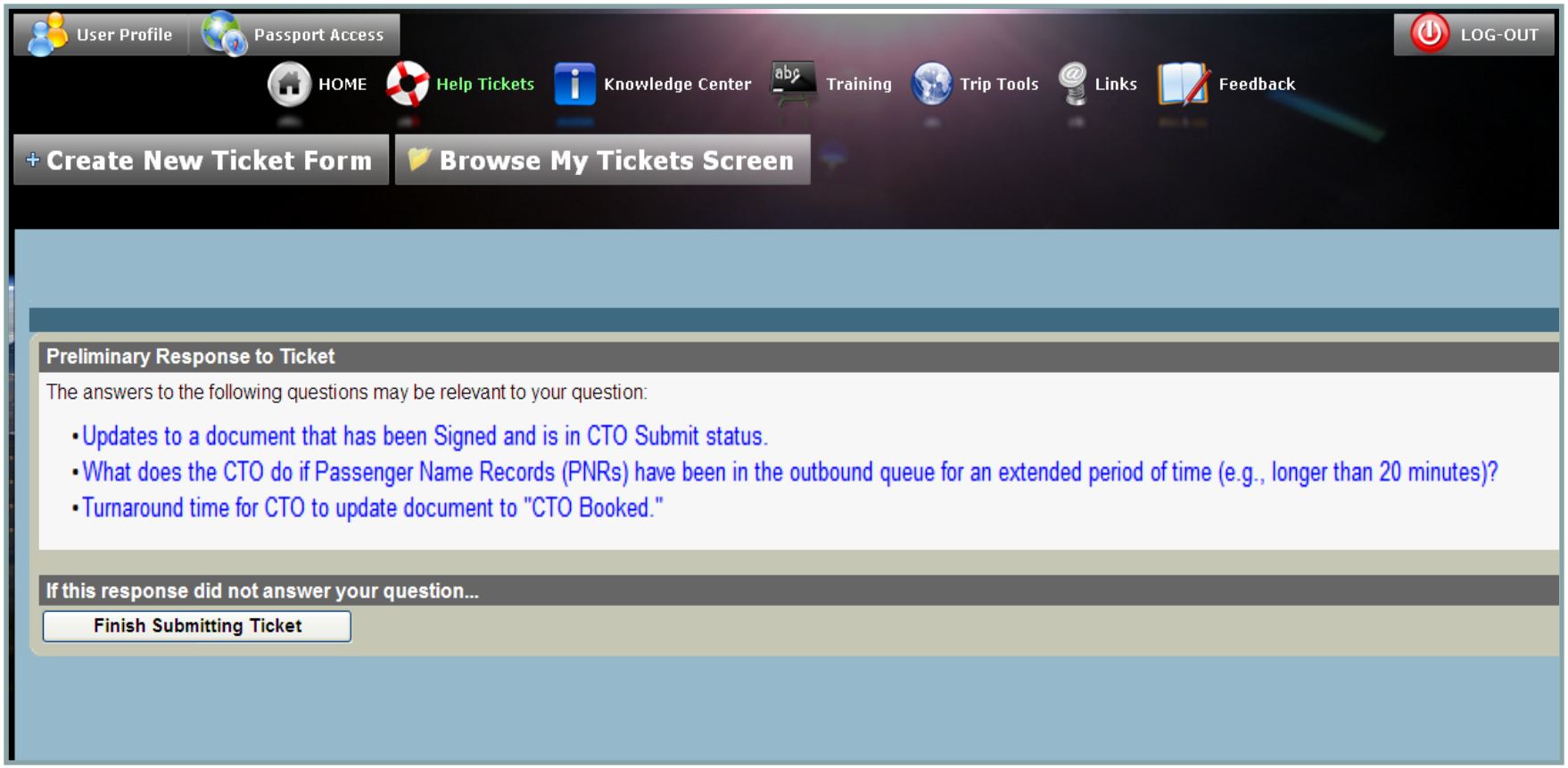
When You are Done...

Create Ticket

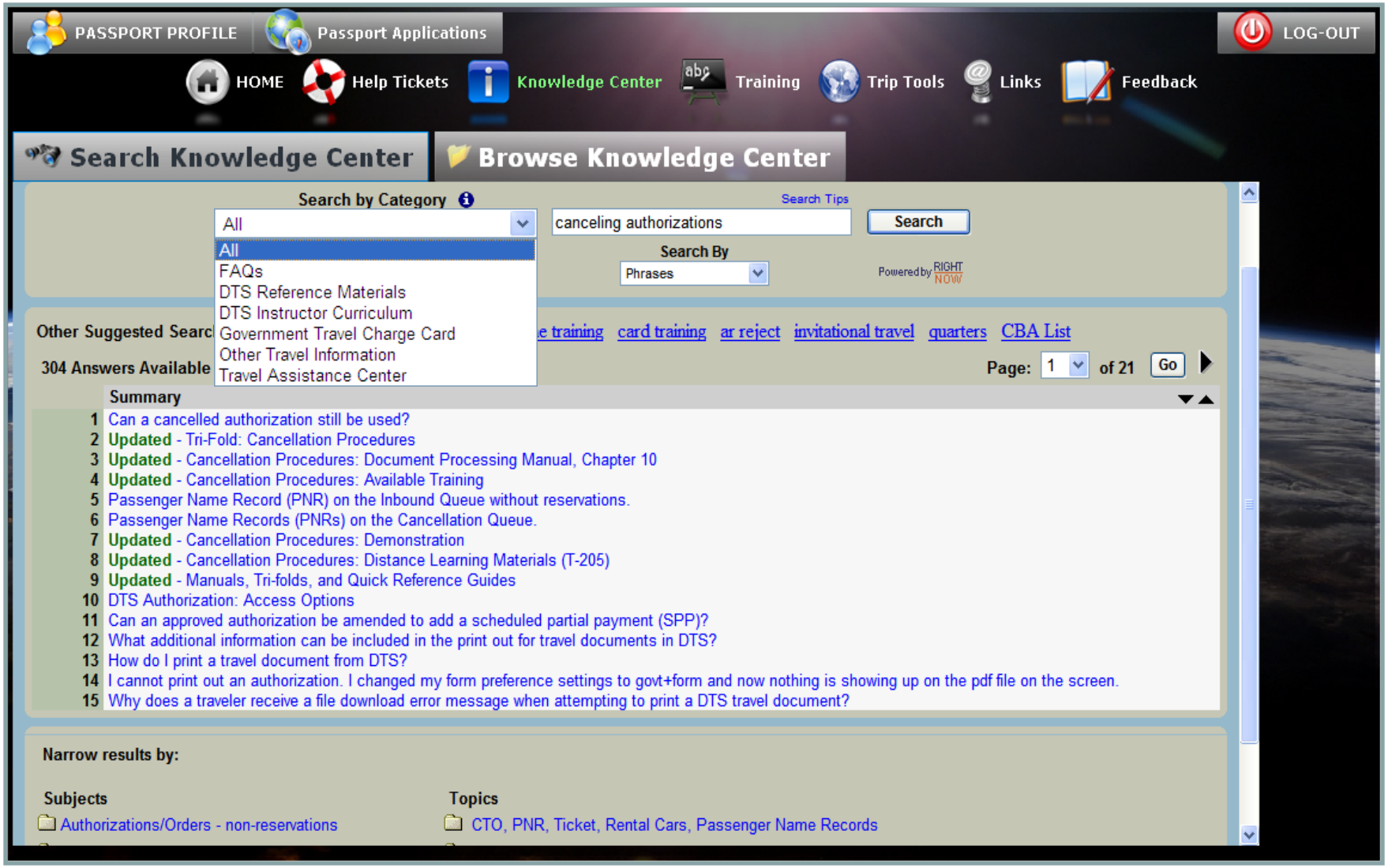
SAMPLE TAC TICKET: GOOD OR POOR?



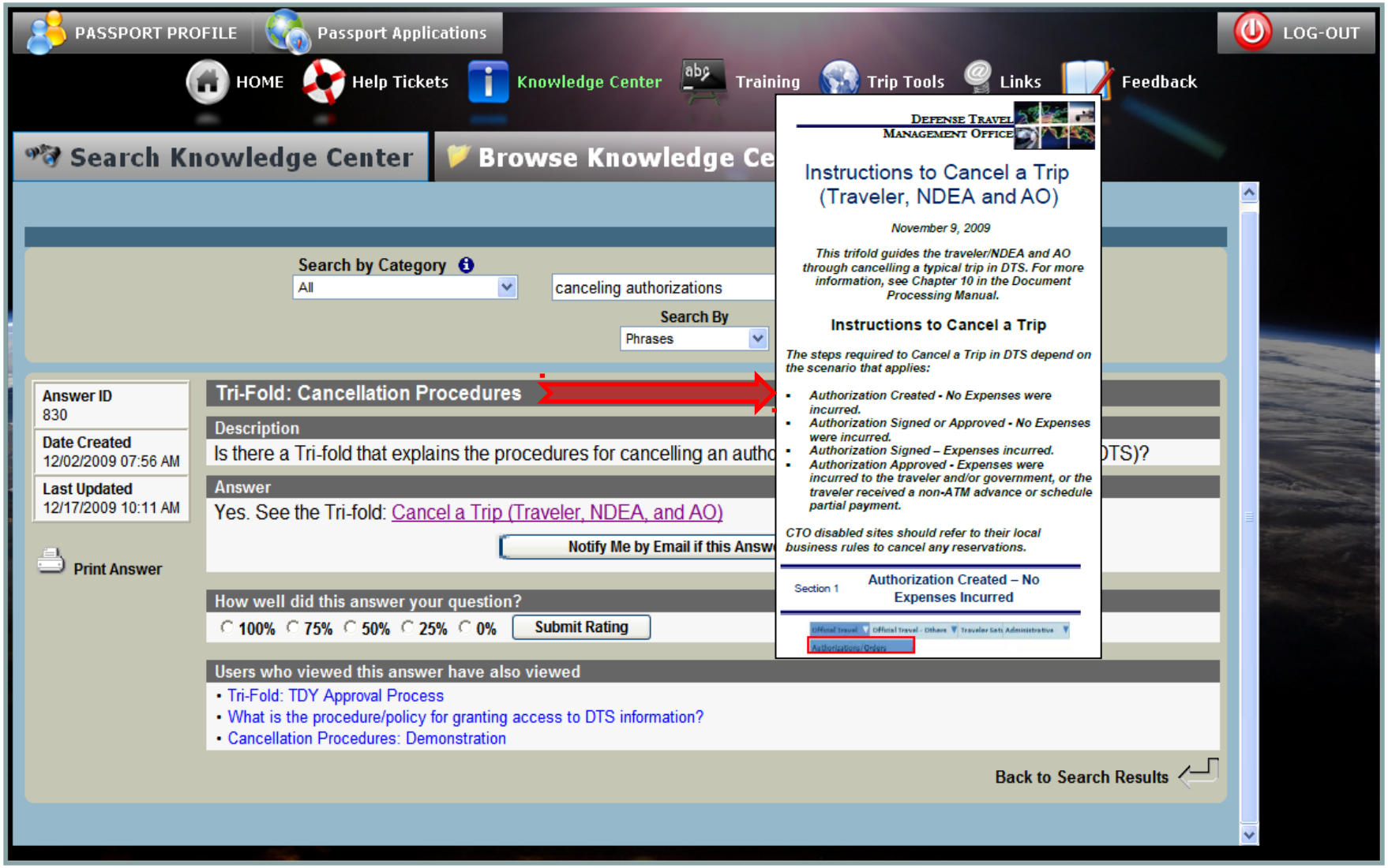
PRELIMINARY RESPONSE TO TICKET



SEARCH KNOWLEDGE CENTER



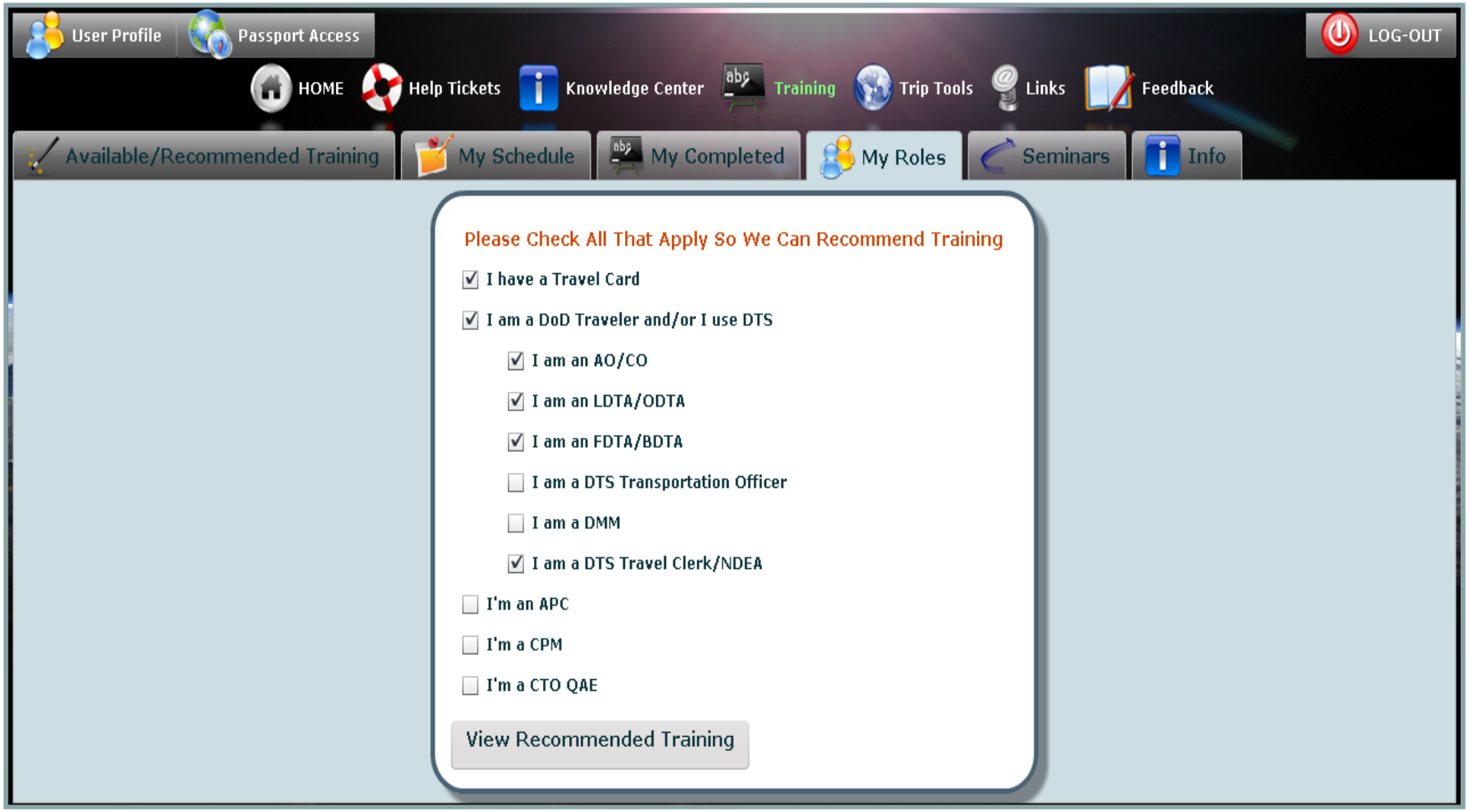
SEARCH RESULTS



TRAINING CENTER



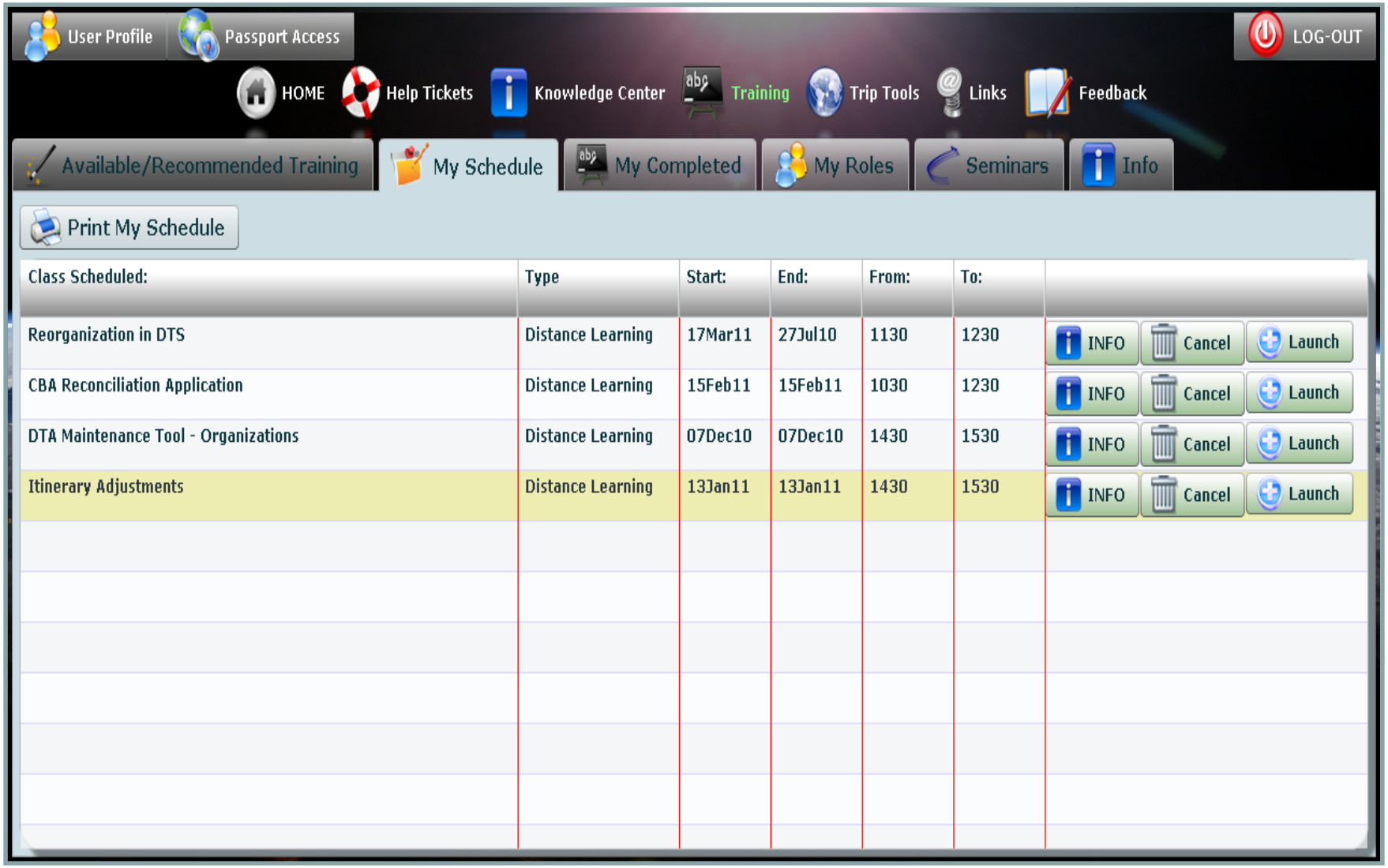
MY ROLES


User Profile
Passport Access
LOG-OUT
HOME
Help Tickets
Knowledge Center
Training
Trip Tools
Links
Feedback
Available/Recommended Training
My Schedule
My Completed
My Roles
Seminars
Info
Please Check All That Apply So We Can Recommend Training
I have a Travel Card
I am a DoD Traveler and/or I use DTS
I am an AO/CO
I am an LDTA/ODTA
I am an FDTA/BDTA
I am a DTS Transportation Officer
I am a DMM
I am a DTS Travel Clerk/NDEA
I'm an APC
I'm a CPM
I'm a CTO QAE
View Recommended Training

TRAINING OPTIONS



MY SCHEDULE

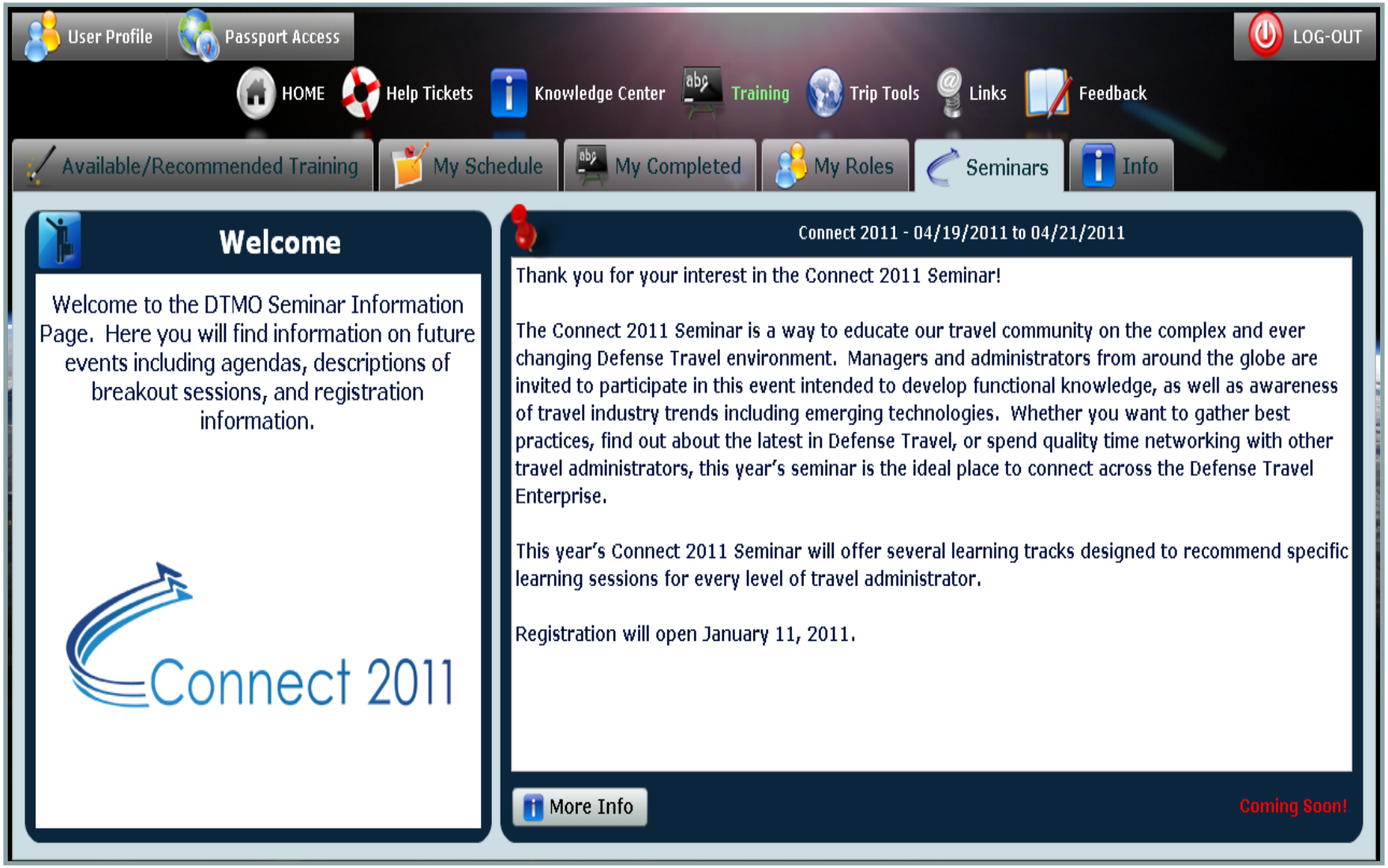

User Profile
Passport Access
LOG-OUT
HOME
Help Tickets
Knowledge Center
Training
Trip Tools
Links
Feedback
Available/Recommended Training
My Schedule
My Completed
My Roles
Seminars
Info
Print My Schedule
Class Scheduled:
Type
Start:
End:
From:
To:
Reorganization in DTS
Distance Learning
17Mar11
27Jul10
1130
1230
CBA Reconciliation Application
Distance Learning
15Feb11
15Feb11
1030
1230
DTA Maintenance Tool - Organizations
Distance Learning
07Dec10
07Dec10
1430
1530
Itinerary Adjustments
Distance Learning
13Jan11
13Jan11
1430
1530
INFO
Cancel
Launch

COMPLETED CLASSES

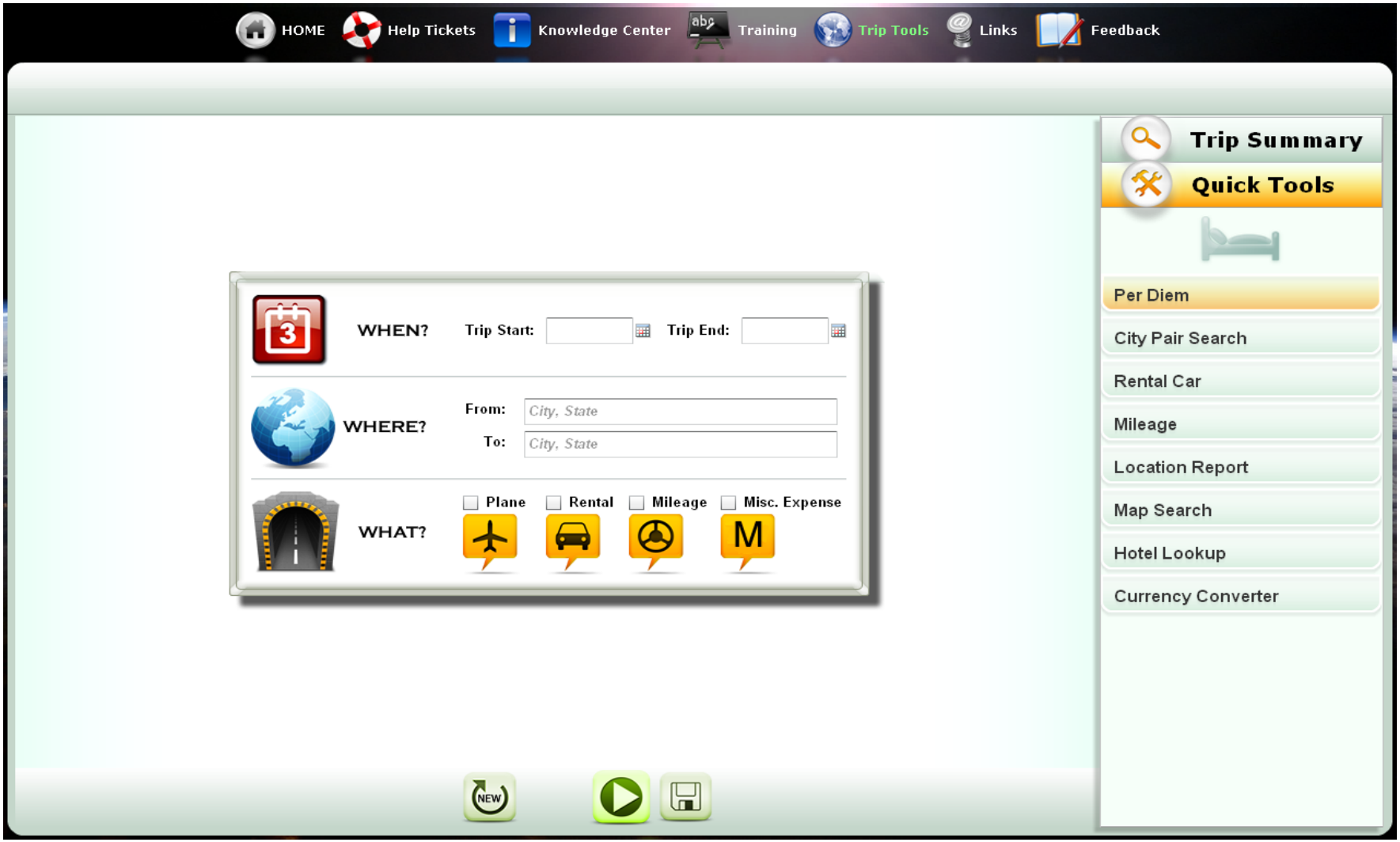


CLASS TAKEN:	COMPLETED:	Verified By:	
DTA - Maintenance Tool: An Overview	15Oct09	CERTIFICATION	Delete PRINT
DTA - Maintenance Tool: Organizations	15Oct09	CERTIFICATION	Delete PRINT
DTA - Maintenance Tool: People	15Oct09	CERTIFICATION	Delete PRINT
DTA - Maintenance Tool: Routing Lists	15Oct09	CERTIFICATION	Delete PRINT
DTA - Maintenance Tool: Groups	15Oct09	CERTIFICATION	Delete PRINT
DTA - Reports	13Oct09	CERTIFICATION	Delete PRINT
DTS (Special Topic) - Constructed Travel	10Mar10	CERTIFICATION	Delete PRINT
DTA - Reports	15Oct09	CERTIFICATION	Delete PRINT
DTS (Special Topic) - Constructed Travel	21Jan10	CERTIFICATION	Delete PRINT

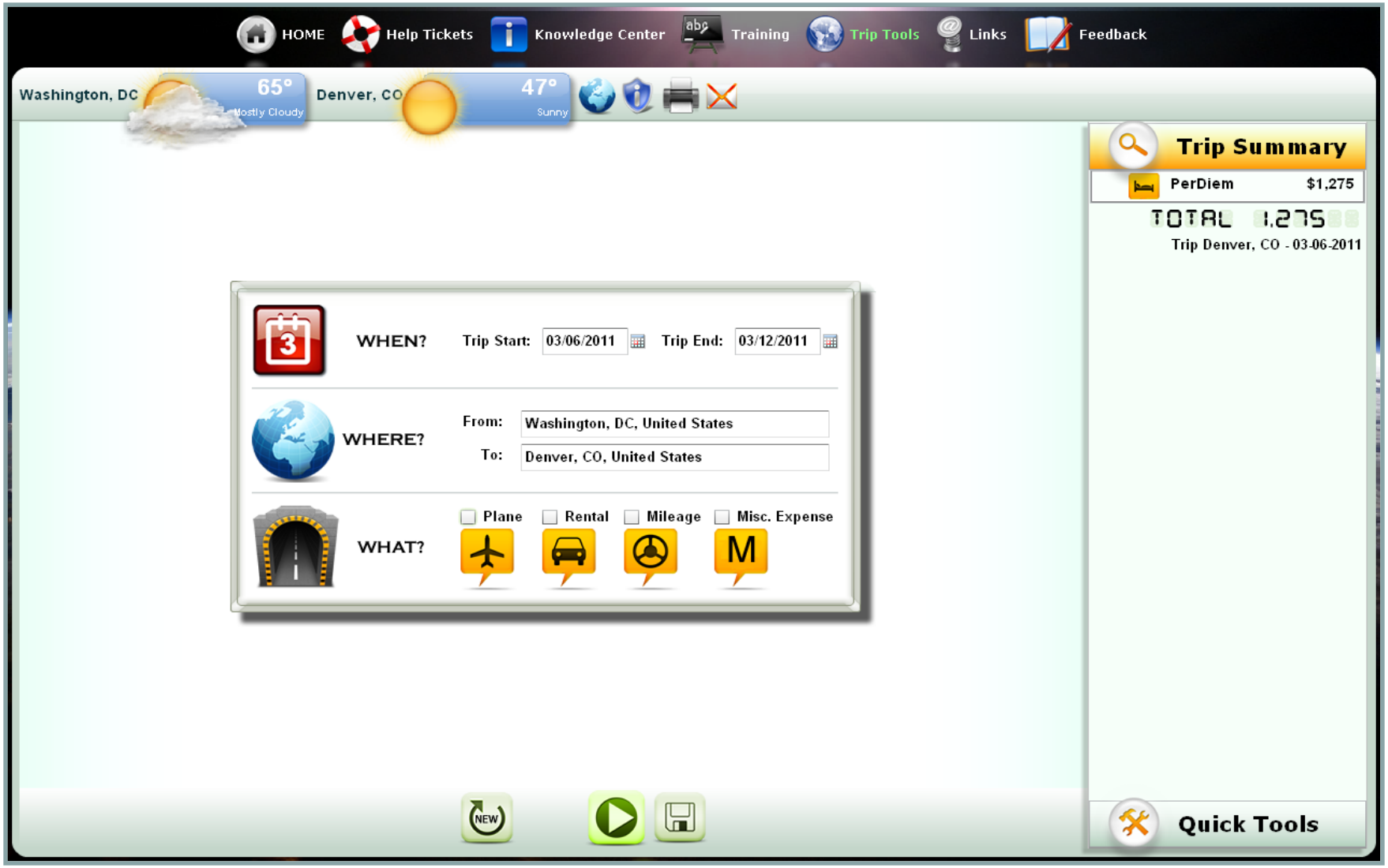
SEMINAR INFORMATION PAGE



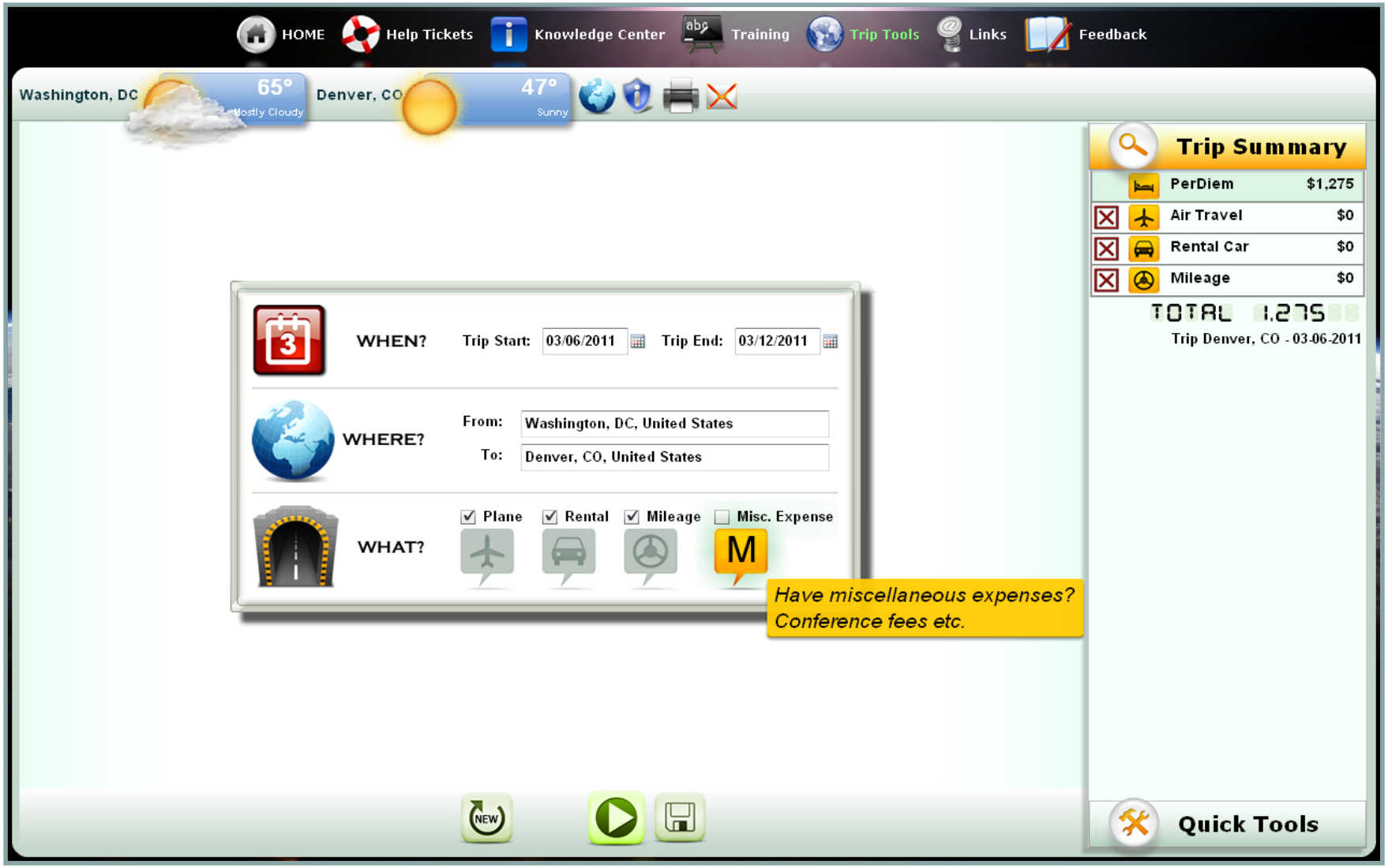
TRIP TOOLS


HOME
Help Tickets
Knowledge Center
Training
Trip Tools
Links
Feedback
Trip Summary
Quick Tools
Per Diem
City Pair Search
Rental Car
Mileage
Location Report
Map Search
Hotel Lookup
Currency Converter
WHEN?
Trip Start:
Trip End:
WHERE?
From:
City, State
To:
City, State
WHAT?
Plane
Rental
Mileage
Misc. Expense
NEW

TRIP CALCULATOR

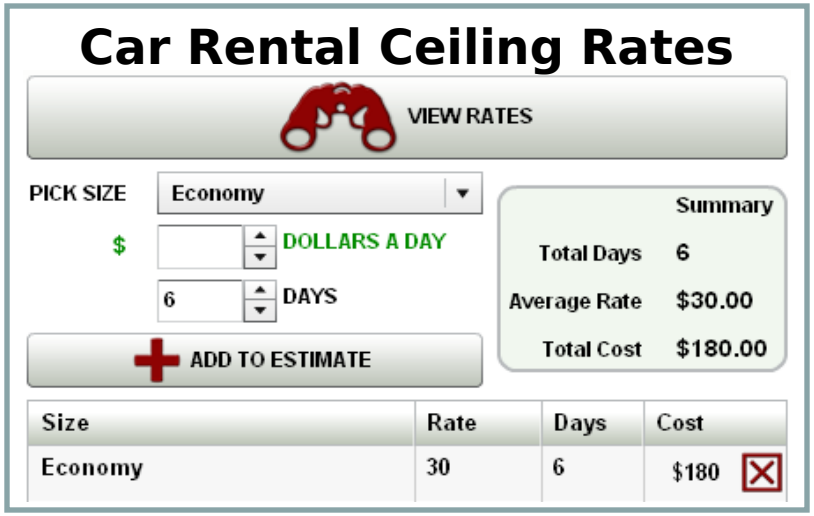


TRIP CALCULATOR

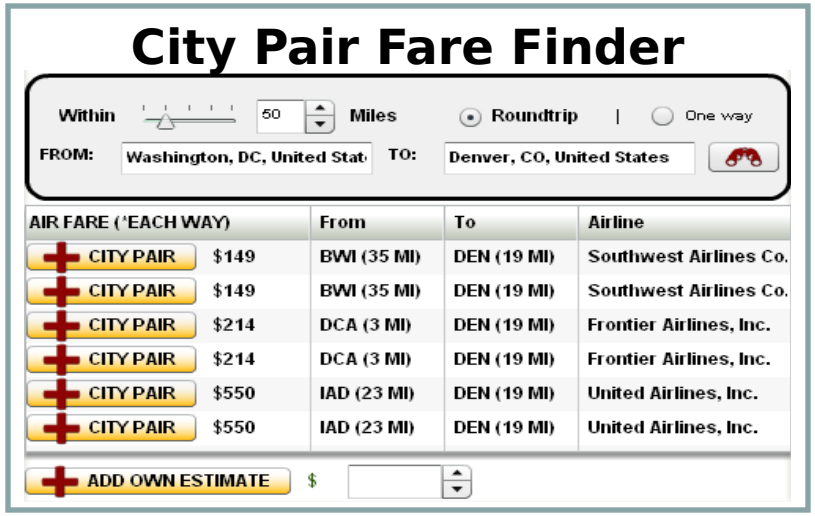


TRIP CALCULATOR

Car Rental Ceiling Rates



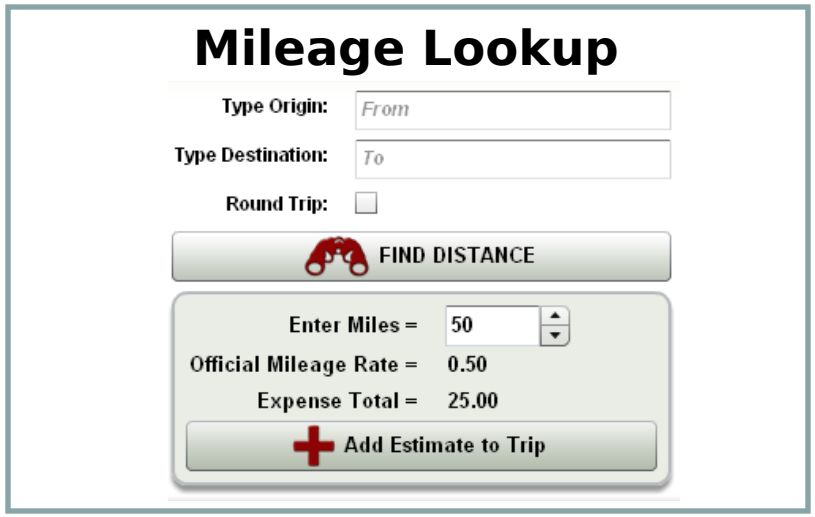
City Pair Fare Finder



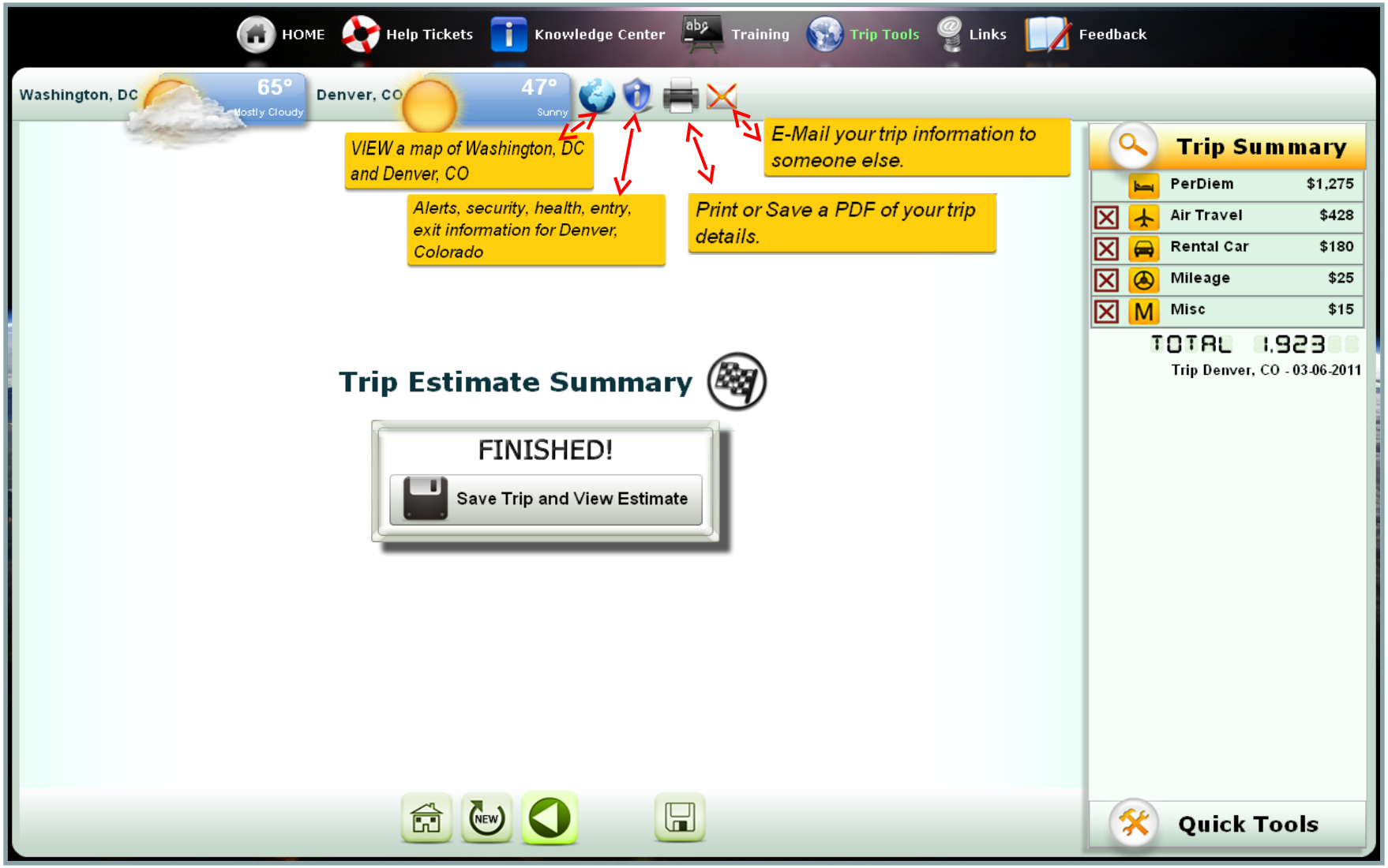
Miscellaneous Expenses



Mileage Lookup



TRIP CALCULATOR



LOCATION REPORT

TRAX LOCATION REPORT

https://www.defensetravel.dod.mil/passport

KARBALA* (Prepared on Apr 7, 2010 3:29:28 PM GMT)

TRAVEL ALERTS

KEY: C CRITICAL W WARNING I INFORMATIONAL

- W 03/28/2010 - Al-Qaeda in Iraq (AQI) and other insurgents maintain the capability to perform mass casualty attacks in Iraq.
- W 03/27/2010 - Prime Minister Nuri Al-Maliki disputes Iraqi's preliminary election results released on March 26. An upsurge in election related violence and unrest likely.
- I 03/30/2010 - UPDATE 7: Pandemic (H1N1) 2009 influenza activity declines substantially in the Middle East and North Africa.

BEFORE YOU GO: KARBALA*

See Detailed Report below for full information.

Overview: Karbala

Security

- Security Overview of Iraq
- Civil Unrest: The threat of civil unrest in Iraq is very high.
- Security: Kidnapping is a very high threat in Iraq.
- Terrorism: There is an extremely high threat of terrorist activity in Iraq.

Health

- Immunizations: Recommended immunizations for Iraq.
- Immunizations: Yellow fever vaccination requirements for Iraq.
- Medications and Prevention: Malaria information for Iraq.
- Immunizations: Vaccinations for All International Travelers.

Entry/Exit

- Entry/Exit: Entry/exit requirements and customs information for Iraq.
- Entry/Exit: Road travel between Iraq and neighboring countries carries great risk.

Transportation

- Air Travel: Airport and airline information and security status for Iraq.
- Transportation: Driving a car in Iraq is extremely dangerous and not advised.
- Transportation: Taxis and buses are available in Iraq, but not recommended for use. Travel in armored vehicle convoys with armed guards recommended.

KARBALA* WEATHER

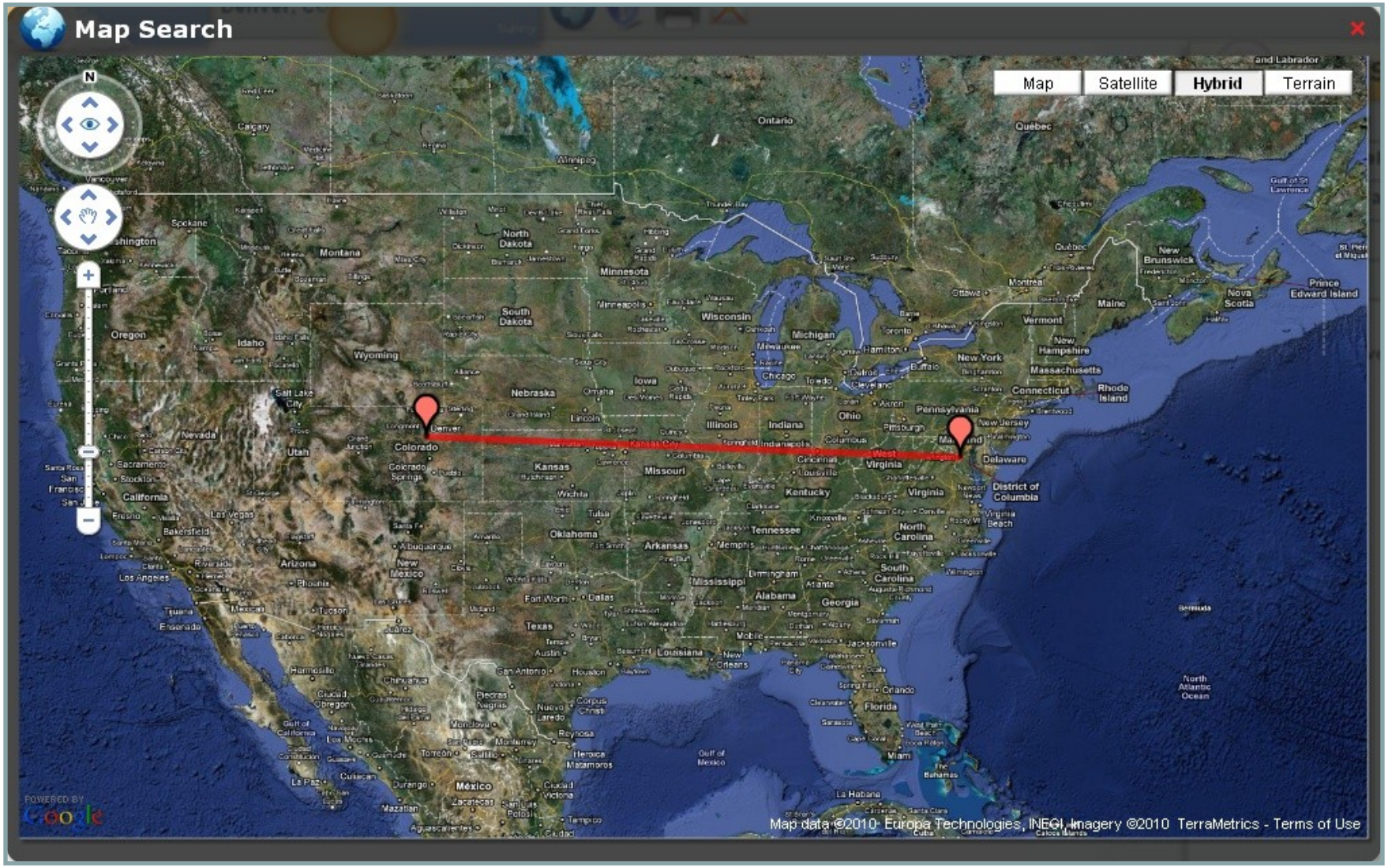
Karbala':

Apr 07	Apr 08	Apr 09	Apr 10	Apr 11
High: 94° F (34° C) Low: 64° F (17° C)	High: 98° F (36° C) Low: 74° F (23° C)	High: 89° F (31° C) Low: 69° F (20° C)	High: 91° F (32° C) Low: 65° F (18° C)	High: 87° F (30° C) Low: 62° F (16° C)

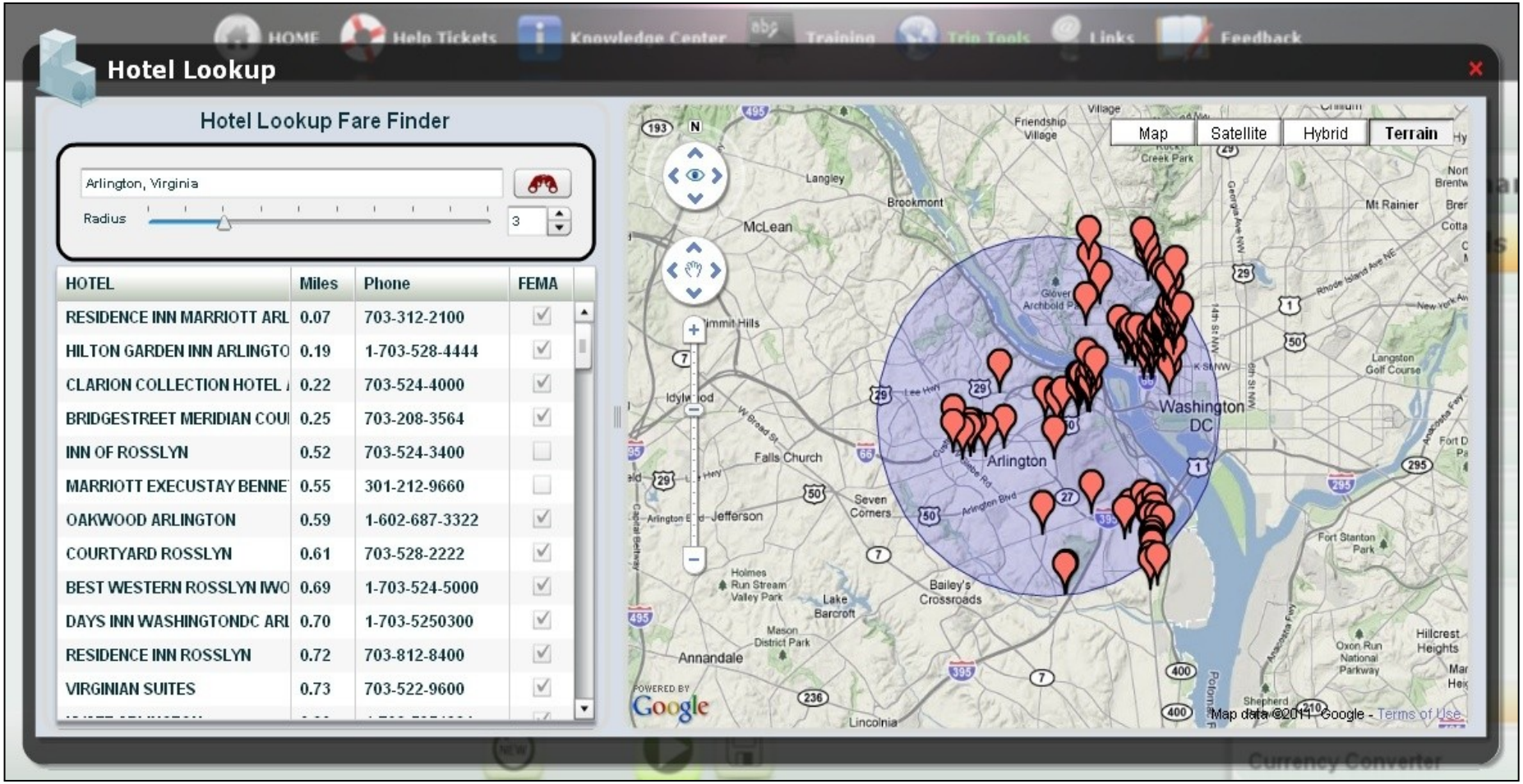
CURRENCY EXCHANGE

CURRENCY NAMES	1 Euro =	1 Iraqi Dinar =	1 US Dollar =
Euro	1.0000	0.0006	0.7204
Iraqi Dinar	1,650.5500	1.0000	1,188.9000
US Dollar	1.3883	0.0009	1.0000

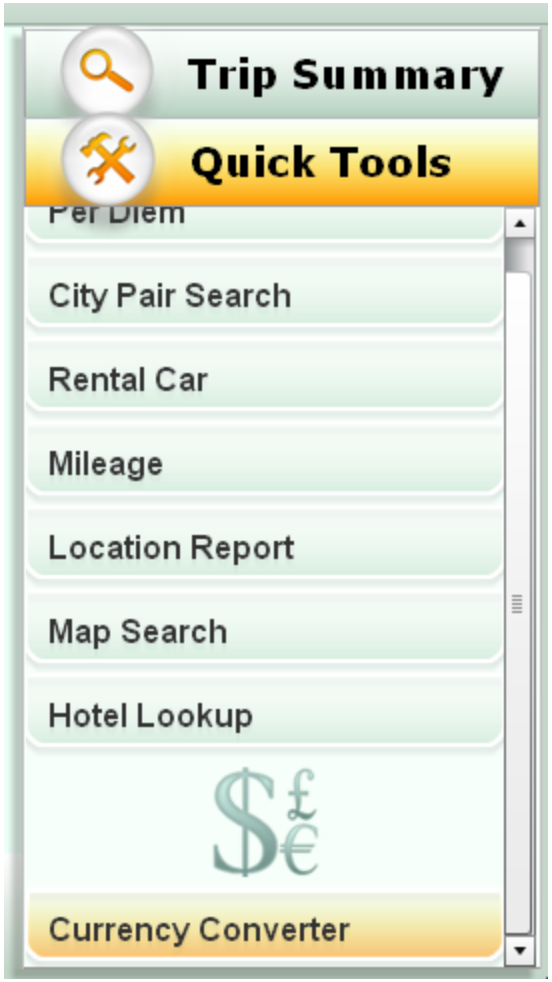
MAP SEARCH

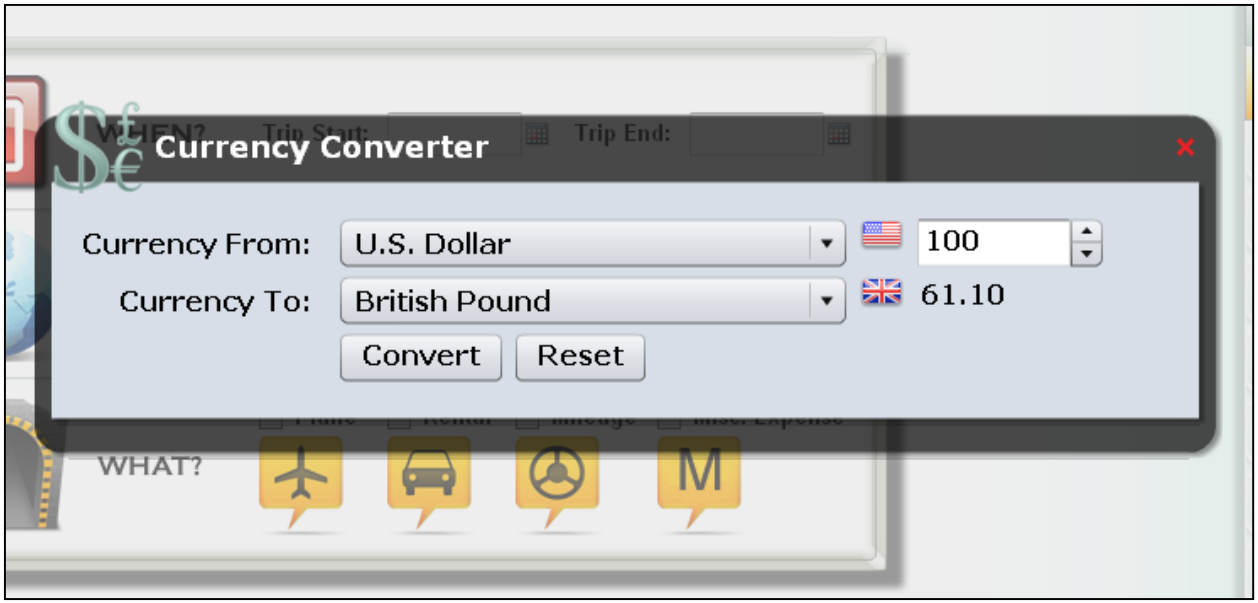

Map Search
Map
Satellite
Hybrid
Terrain
Map data ©2010 Europa Technologies, INEGI, Imagery ©2010 TerraMetrics - Terms of Use

TRIP TOOLS - HOTEL LOOKUP



TRIP TOOLS - CURRENCY CONVERTER





TRAVEL LINKS



TRAVEL LINKS

Category	Description	Link
General Links	Per Diem Committee Service Lodging and Dining Availability	http://www.defensetravel.dod.mil/site/lodging.cfm
General Links	Foreign Clearance Guide	https://www.fcg.pentagon.mil/
General Links	Center for Disease Control and Prevention	http://wwwn.cdc.gov/travel/default.aspx
General Links	Transportation Security Administration for Travelers	http://www.tsa.dhs.gov/travelers/index.shtm
General Links	General Services Administration Travel Resources	http://www.gsa.gov/portal/category/26429
General Links	Department of State Travel Advisories	http://travel.state.gov/
General Links	Airport Delays	http://www.fly.faa.gov/flyfaa/usmap.jsp
Passenger Name Record (PNR) Tracking	Track Sabre PNRs	http://www.virtuallythere.com/
Passenger Name Record (PNR) Tracking	Track Amedaus PNRs	https://www.checkmytrip.com
Passenger Name Record (PNR) Tracking	Track Apollo PNRs	https://viewtrip.com/
Passenger Name Record (PNR) Tracking	Track Worldspan PNRs	http://mytripandmore.com/
Weather Related	National Oceanic and Atmospheric Administration (NOAA) National Weather Service	http://www.nws.noaa.gov/

The appearance of external links does not constitute endorsement by the U.S. Department of Defense of the sites, or the information, products or services contained therein.

SUMMARY

- Local travel support should be your first option for assistance
- The Travel Assistance Center (TAC) is available for issues that local support cannot resolve
- Travel Explorer (TraX) allows users to:
  - Create a TAC help ticket
  - Browse the Knowledge Center
  - Access training in the Training Center
  - Utilize trip planning tools

CLASS CLOSING LOBBY

Lobby set-up:

- Instructor audio turned off
- Questions answered for 15 minutes
- Lobby stays open 60 minutes

Please help us evaluate:

- Complete evaluation
- Provide feedback

Use the lobby resources:

- Download class slides
- Use links to DTMO website & TRAX

THANK YOU FOR ATTENDING DISTANCE LEARNING

For a three month schedule of
DTMO distance learning classes
Go to the
DTMO Website > Training Resources
Center